

14-00000 rec'd 092
LAL 45075

RECEIVED & INSPECTED
JUN 27 2005
FCC - MAILROOM



Relay AR
6/04 - 5/05

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS													
#00 Answer Wait Time	0	0	0	1	0	0	0	0	0	0	0	0	1
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	0	0	0
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	2	1	0	2	0	5
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0
#17 Agent Was Rude	0	1	0	0	0	0	0	0	0	0	0	0	1
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	1	0	0	1
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	0	1	0	0	0	2	1	1	2	0	6
TECHNICAL COMPLAINTS													
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	1	0	1
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	1
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	1	0	2
DISC COMPLAINTS													
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0
#35 Other	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	1	0	1	0	0	0	2	1	1	3	0	10

Complaint Tracking for AR (06/01/2004-05/31/2005). Total Customer Contacts: 10

Tracking #	Date of Compl.	Agent ID	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6465054	07/11/04	8517	#17	Customer called at 3:30 AM and stated the Opr. interrupted her when she was trying to type an explanation. The customer states she was trying to tell the Opr that she was making a long distance call, but the Opr. kept asking for phone number.	07/11/04	Apologized to customer. Supervisor met with Opr. to review proper procedures.
K64117635	09/17/04	8648f	#00	Customer gave CA number to call. CA said "One Moment, please" four times. Customer held for 10 minutes, but call was never processed. Customer hung up and re-dialed Relay.	09/22/04	Apologized for inconvenience. Supervisor met with Opr on 9/22. Opr. was coached on ensuring that customer was informed and that calls must be processed as instructed.
K64357462	01/24/05	2261F	#05	1/24/05 at 9:15 pm. Customer said Opr 2261F hung up on them. "I wanted the Opr to retrieve my messages and the Opr hung up on me Customer wants follow-up via email.	01/25/05	Apologized to customer and thanked the caller for bringing it to our attention. Opr was coached on the correct procedure for disconnecting a call and for AMR. 1/24/05 Emailed to customer on 1/25/05 informing them of the resolution and thanked them for using Sprint Relay.
K64357398	01/24/05	8551F	#05	1/24/05 at 9:15 pm. Cust said "Opr 8551F hung up on me the other day. I wanted the Opr to retrieve my messages and the Opr hung up on me." I apologized for the situation and thanked the caller for bringing the situation to relay's attention. Customer wants follow up via email.	02/09/05	Apologized to Customer. Appropriate coaching provided to Opr on retrieving from AMRs. Emailed follow up letter to customer on 2/9/05.
K64429583	02/23/05	2248F	#05	2/19/05 at 1019am. The customer stated they asked Opr to retrieve messages from the answer machine and the Opr would not assist them. Customer stated that the Opr hung up on them. Customer requests follow up by email.	02/25/05	Apologized for the inconvenience. 2/24/05 met with Opr and coached on AMR procedures and she understands. Email sent to customer on 2/25/05 explaining that Opr was coached and thanked them for using relay.
K64513113	03/28/05	7928	#18	My mother just called here with this agent and got my answering machine. I kept typing Hello... hello... but the agent ignored me and then hung up. No follow-up requested.	03/28/05	Thanked the customer for letting us know about the problem. Agent doesn't remember this call but thoroughly reviewed procedures for answering machines. The agent understands proper procedure.

K64629228	04/18/05	none	#29	An Arkansas voice customer called to complain that the Arkansas relay voice number was answering TTY, using up her cell phone minutes while she waited for an agent to answer voice. No follow up requested.	04/18/05	Apologized to customer. Problem referred to Arkansas Account Manager, who reviewed AR contract requirements and talked to Sprint's Program and IT staff. It was verified that AR answer sequence is 1) voice, 2)TTY, 3)ASCII. No Sprint problem was identified. It may be possible that the customer (especially when using a digital cell phone) did not hear agent first announce ARS (voice) and the call was then processed into next answer sequence.
K64636449	04/21/05	2004F	#05	AR voice customer states Opr. 2004F hung up on him twice. Customer said Opr. 2004F hung up on him so he called back and got the same agent, the Opr. then hung up on him a second time. Customer would like a follow up from the supervisor.	04/26/05	Met with Opr. who stated there was no way she would hang up on a customer, especially twice. Coached Opr. on proper procedures when no response is received. Attempted to contact customer three times (4/21/05-4:15pm, 4/25/05-11:15am and 4/26/05-9:40am) each time a recording saying "Alltel customer you are trying to contact is unavailable at this time" with no option to leave message. Ticket is closed
K64642081	04/25/05	2248	#05	Customer stated Agent made a call for me and then agent was given another number to call and the agent hung up on me.	04/27/05	Apologized for the inconvenience. Made 3 attempts to contact customer and no answer each time. Also, there was no answer machine to leave a message. The date and time of the 3 attempts were: 1st - 4/25/05 11:15am 2nd - 4/26/05 9:45am 3rd - 4/27/05 9:30am. Ticket closed
1417	05/6/05	NA	29	Customer states could not access an 800 number.	05/06/05	Technical Support corrected regional 800 number. Remedy provided

Date Generated: Mon, Jun. 13th, 2005 @ 06:09:30 PM CT